



FREQUENTLY ASKED QUESTIONS ABOUT INTERNET PERMITTING

(Q) I am a homeowner. Can I use the Internet to apply for permits and schedule my inspections?

(A) No. Only bonded contractors with an account can use the Internet Permitting System to submit permit applications and schedule inspections. Homeowners can use the system to check status of their inspections by Viewing their Permit by address or Permit Number. This does not require signing on.

(Q) I forgot my User ID and Password.

(A) Your USER ID is always your account number (contractor ID). If you have forgotten your password, use the Automatic Password Reset link on the login screen. A temporary password will be sent to the e-mail address that is provided.

(Q) The system says my Password is invalid.

(A) Passwords are case sensitive. Make sure your caps lock is not on. Try typing the password again.

(Q) How do I print my Permit?

(A) View the Permit by Address, Permit Number, or from “My Permits”. When the Permit is displayed, look to the right and there will be a link for the “Permit Document”. Click this link to display a PDF of the issued permit which can be printed.

(Q) How do I know that my Permit was received?

(A) Each Permit application submittal gets a submittal number. If that number is returned by the system, then the Permit was received. Also check your “My Permits” list (which is visible after a contractor logs on to the system) and the Permit application will be on the list with a status of “Pending.”

(Q) How will I know when my Permit is issued?

(A) Click the “My Permits” link (which is visible after a contractor logs on to the system). The “My Permits” screen has a column called Permit Status. If the status says “Pending” - it is not issued yet. If the status says “Reviewed” - then we are working on it. When the status says “Issued”, then the Permit number will be visible.

(Q) I’m not registered to use the Internet system. How do I register?

(A) Go to www.meckpermit.com. Click the “Get Your Permit Online” link on the right side of the screen. The next screen is the home page of the Permitting System. Click the create a new login link in the center of the screen. Begin by entering your account number and follow the steps. If you don’t know your account number, contact Revenue Collection at 704-336-3801.

(Q) I want to use the Internet to submit Permit applications but I don’t have a bond or account.

(A) Contact Revenue Collection (704-336-3801) to obtain bond forms. Have the forms completed by your insurance company and mailed back to Revenue Collection. After Revenue Collection assigns an account number, go to www.meckpermit.com, click the Get Your Permit Online link on the right side of the screen. The next screen is the home page of the Permitting System. Click the create a new login link in the center of the screen. Begin by entering your account number assigned by Revenue Collection and follow the steps.

(Q) I’m entering my subcontractor’s license number on a Building Permit application but the system won’t accept it.

(A) When you name subcontractors on your building permit, you must enter their Account Number NOT the license number. If you do not know the account number, contact the contractor and ask for it.

(Q) I’m submitting a building permit but the system won’t accept my subcontractor’s account number.

(A) Our Internet Permit System requires that your browser allow popups. Set your browser to allow popups on our site OR after entering the subcontractor’s Account Number (Contractor ID), hold the Ctrl key down then click Go and the system will return the contractor’s name.

(Q) I submitted a permit and discovered that I made a mistake. Can I correct my mistake?

(A) No. Once the Permit is submitted, it is in the department's hands. Permit Facilitation must correct any errors or cancel the Permit so another one can be submitted. Contact Residential Permit Facilitation at 704-432-3119.

(Q) The status of my Permit says "Deferred". What does that mean?

(A) Deferred status means that the Permit Facilitator could not process your permit for some reason. To see what that reason is, from your "My Permits" screen, click the "Go" button next to the permit in question, and scroll down to the bottom of the Permit to the Remarks section. The Permit facilitator will have entered notes about the problem encountered.

(Q) I see duplicate permits on my list of "My Permits" that still have a pending status. What should I do with these permits?

(A) Those duplicate permits will have to be cancelled by Permit Facilitation.

(Q) How do I avoid having duplicate permits?

(A) Click the submit button only ONCE when submitting a Permit application. Hitting the submit button more than once results in duplicate applications being received.

(Q) How do I request an inspection?

(A) View your active list of Permits by clicking the "My Permits" link. Locate the permit you wish to schedule an inspection for and click the Go button on the right side of the screen.

(Q) I made a mistake when I requested an inspection. Can I fix it?

(A) Once the inspection is scheduled, you will need to contact inspection staff at 704-336-3830 to make any changes.

(Q) How do I cancel an inspection on the Internet?

(A) Sign on to the system and click your "My Inspections" link. Click the "Go" button next to the inspection you wish to cancel. On the Inspection detail screen, you will see a Cancel Inspection checkbox. Click in the checkbox and then click Submit.